

# Workforce Diversity Improves the Productivity of an Organization

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## ABSTRACT

Diversity can be termed as the presence of dissimilarities amidst the affiliates of a common unit (Jackson, May, & Whitney, 1995). Diversity in organizations is becoming one of the major factors as the present organizations are becoming diversified in terms of the age, educational background, gender, ethnicity of the person, origin of the country, and various uniqueness of the member who are working in an organization (Shaw & Power, 1998). Due to cross border trade and investment the world has become a single global village and due to globalization there is a transfer of resources across the globe. Employing diversified work force became a key ingredient in the human resource polices of the most competing organizations who desire to perform better as most of the organizations understood the value of diversity and the benefits which bring along with it.

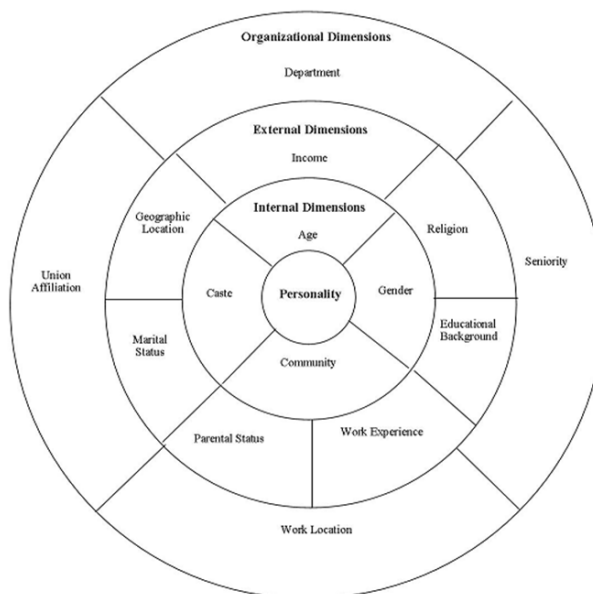
**Key Words:** Diversity, Diversity Management, Multicultural, Diversity Wheel

## 1. REVIEW OF LITERATURE

Organizations with diverse employees will yield positive results in the long run, a diverse employees improves the process by contributing their inherent skills and acquired experience. Organizations with diverse group can better understand their business environment and meet the requirements of diverse customers and clients (Singha & Prakasam, 2014).

Diversity management will create positive work environment when the similarities and differences of individuals are valued. Successful management of diversity can lead to more committed, better satisfied, better performing employees and potentially better financial performance for an organization (Patrick & Kumar, 2012).

## 2. DIVERSITY WHEEL



*From, Lee Gardenswartz and Anita Rowe, Diverse Teams at Work. Burr Ridge, Ill.: Irwin Professional Publishing, 1994.*

*\*Internal dimensions and external dimensions are adopted from Marilyn Loden and Judy B. Rosener, Workforce America! Homewood, Ill.: Business One Irwin, 1991*

### 3. DIVERSITY ADOPTED BY VARIOUS ORGANIZATIONS

Global organizations supports diversity and have integrated in their HR Policies either they have adopted or designed their own models to meet their organizational and social requirements.

### 4. DAIMLER

Daimler in the year 2005 made diversity management a key part of their corporate strategy. The objective was to bring together the right people to handle their challenges. Daimler strives to create a work culture which promotes the employee performance, satisfaction and motivation and had focused to develop new target groups for their products and services.

**Table: Diversity at Daimler – The 42 Dimensions of Diversity**

1. Addiction	15. Ethnic background	29. Mentality
2. Age	16. Experience	30. Morale
3. Authority handling	17. Family	31. Nationality
4. Character	18. Family status	32. Physical ability
5. Clothing	19. Gender	33. Power
6. Communication style	20. Hierarchy	34. Professional style
7. Courage	21. History	35. Religion
8. Culture	22. Humor	36. Sexual identity
9. Definition of quality	23. Intelligence	37. Stress handling
10. Disability	24. Interests	38. Subject matter competence
11. Eating habits	25. Language	39. Time handling
12. Education	26. Language proficiency	40. Values
13. Employment	27. Law	41. Weight
14. Ethics	28. Leadership style	42. Work-life balance

### 5. IBM

At IBM employees are represented from a diverse workforce and believe in equal opportunity. Hiring, promotion and compensation of employees are conducted without regard to colour, race, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.

### 6. BENEFITS OF WORKFORCE DIVERSITY:

- Diversity helps to foster innovation and productivity which can be a competitive advantage.
- Diverse employees can understand the diversified customers and clients better.
- Multicultural organizations are better at problem solving, and are likely to showcase multi

perspectives and interpretations which dealing with complex issues in an organization.

- Organizations that employ diverse workforce can bring variety of solutions to problems in the work.
- A diversified workforce, who is skilled in multiple languages, diverse cultural understandings can provide better services to customers on a global platform.

### 7. CONCLUSIONS

Organizations with diversified employees can yield positive results in the long run to meet the organizational objectives. Employees from diverse background bring novel ideas and skills which can be an added advantage for the organizations. Diverse employees can understand the customer more better and resolve their issues and problems. Adoption of diversity philosophy and systematic management of the diversity

will bring positive results to an organization.

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Journal of Advance Management Research  
ISSN: 2393 - 9664  
UGC Index No. 42888  
February 2018  
Volume 6  
Issue 2

Published by  
Excellent Publishing House  
Kishangarh, Vasant Kunj, New Delhi 110 070

**To Cite the article:**

APA

Singha, S., & M, M. (2018, February). Workforce Diversity Improves the Productivity of an Organization. *Journal of Advance Management Research*, 6(2), 153-155.

MLA

Singha, Surjit, and Mathiyarasan M. "Workforce Diversity Improves the Productivity of an Organization." *Journal of Advance Management Research*, vol. 6, no. 2, Feb. 2018, pp. 153-55.

Chicago

Singha, Surjit, and Mathiyarasan M. "Workforce Diversity Improves the Productivity of an Organization." *Journal of Advance Management Research* 6, no. 2 (February 2018): 153-55.